

Illinois



Carrier-to-Carrier Guidelines
Verizon - Illinois

February 20, 2001

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I. EXECUTIVE SUMMARY

A. Illinois Carrier-to-Carrier Guidelines Development Process

On October 29, 1999 the Illinois Commerce Commission ("ICC") issued an Order in Docket No. 98 – 0866, approving the merger application of GTE and Bell Atlantic (hereafter referred to as "Verizon" or "the Company"). Regarding Operating Support Systems ("OSS"), Reporting, and Incentive Plans, the Illinois Commerce Commission ("ICC") ordered that a collaborative process be used to tailor the Company's proposal to the needs of Illinois. Per the Ordering paragraph at page 43, the Collaborative, consisting of representatives from the ICC, the Competitive Local Exchange Carriers ("CLECs"), and the Company, must begin within 30 days of merger closure and conclude within six months of commencement. The Collaborative was also charged with recommending a dispute resolution methodology, including Commission enforcement policies.

As required, the Collaborative began on July 20, 2000 and was completed on January 22, 2001. Collaborative participants agreed to use, as a starting point, the agreed-to, modified Joint Partial Settlement Agreement as submitted to the California Public Utilities Commission on July 12, 2000.

The Illinois Collaborative's efforts are totally consistent with the requirements of the Telecommunications Act of 1996 ("the Act") and the FCC's implementing rules requiring Verizon to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that Incumbent Local Exchange Carriers ("ILECs") must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves¹.

This report containing Verizon's proposed Carrier-to-Carrier Guidelines addresses the following:

- ?? the performance measurements
- ?? the formulas for the same
- ?? the levels of disaggregation
- ?? the analogs for the service group types (a level of disaggregation)
- ?? other analogs and the benchmarks

¹ See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

Attached in a separate document entitled, “Carrier-to-Carrier Guidelines – Associated Activities”, descriptions of the following procedures/activities can be found:

- ?? Reporting
- ?? Auditing
- ?? Review Procedures
- ?? Change Control for Carrier-to-Carrier Guidelines

B. Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

?? Pre-Ordering

Pre-ordering activities relate to the exchange of information between Verizon and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to Verizon. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by Verizon. Pre-ordering query types include:

- ?? Address Verification/Dispatch Required
- ?? Request for Telephone Number
- ?? Request for Customer Service Record
- ?? Service Availability
- ?? Service Appointment Scheduling (due date)
- ?? Mechanized Loop Qualification

?? Ordering

Ordering activities include the exchange of information between Verizon and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering Carrier-to-Carrier Guidelines report on the timeliness with which these various activities are completed by Verizon. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in Verizon’s service order creation system.

?? Provisioning

Provisioning is the set of activities required to install, change or disconnect a customer’s service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and Verizon on the

status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

?? Maintenance

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between Verizon and CLEC related to service repair requests, the processing of trouble ticket requests by Verizon, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by Verizon and the effectiveness and quality of the service restoral process.

?? Network Performance

Network performance involves the level at which Verizon provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. Network performance is evaluated on the quality of interconnection and the timeliness of network upgrades (code openings) Verizon completes on behalf of the CLEC.

?? Billing

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify Verizon's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of Verizon billing processes associated with CLEC customers.

?? Collocation

Verizon is required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Carrier-to-Carrier Guidelines in this category assess the timeliness with which Verizon handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

?? Interfaces

Verizon provides the CLECs with choices for access to pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with Verizon. Additionally, in many instances, CLEC personnel must work with the service personnel of Verizon. Measurements in this category assess the availability to the CLECs of systems and personnel at Verizon work centers.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the Carrier-to-Carrier Guidelines. The statements contained in the Executive Summary are not intended to be legally binding on the parties and shall not be used for such purposes.

II. Reservation of Rights

Verizon's agreement to measure performance consistent with the measures and business rules contained herein does not constitute an admission by Verizon of the propriety or reasonableness of establishing any performance measure. Additionally, Verizon does not admit an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is evidence that Verizon's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and Illinois regulatory decisions/regulations, tariffs, and interconnection agreements.

III. Illinois Carrier-to-Carrier Guidelines

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Illinois Carrier-to-Carrier Guidelines

Pre-Ordering

Measure 1

Title: Average Response Time (to Pre-Order Queries)

Area	Requirement Description
Description:	<p>This measure captures the response interval for each pre-ordering query. It is determined by computing the elapsed time from Verizon's receipt of the query from the CLEC, whether or not syntactically correct, to the time Verizon returns the requested data to the CLEC.</p> <p>?? Address Verification/Dispatch Required ?? Request for Telephone Number ?? Request for Customer Service Record ?? Service Availability ?? Service Appointment Scheduling (due date) ?? Loop qualification (Mechanized)</p>
Method of Calculation:	<p>Mechanized:</p> <p><u>Pre - Order Query Transaction Time</u> $\text{Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)}$</p> <p><u>Legacy System Transaction Time</u> $\text{Sum ((Query Response Date and Time from Legacy System) - (Query Submission Date and Time to Legacy System)) / (Number of Queries Returned to Legacy System in Reporting Period)}$</p> <p><u>Loop Qualification Transaction Time</u> $\text{Sum ((Query Response Date and Time) - (Query Submission Date and Time)) / (Number of Queries Returned in Reporting Period)}$</p> <p><u>Manual CSRs</u> $(\# \text{ of CSR's Returned within "X" Business Hours}) / (\# \text{ of CSRs Returned}) \times 100$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and Verizon Affiliates
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide

Area	Requirement Description	
Measurable Standard:	Mechanized: <u>Standard:</u> Address Verification / Dispatch Required TN Selection CSR Service Availability Due Date	Legacy Time + 5 seconds Legacy Time + 5 seconds 95% within 4 hrs. (WISE) Legacy Time + 5 seconds Legacy Time + 5 seconds
	Manual CSRs: Benchmark: ?? Standard - 95% in 24 hours Mechanized Loop Qualification: ?? Standard - Benchmark - TBD	
Business Rules:	?? Pre-order query transaction time intervals are measured as total transaction time. ?? Fully electronic pre-order query response times will be measured for the WISE and EDI/CORBA systems. ?? Manual CSRs measured in clock hours; excludes non-business days. ?? Elapsed time for fully electronic sub-measures tracked during published system hours. ?? Legacy System Transaction Time for rejected/failed inquiries is not reported. ?? Pre-Order Query Transaction Time will be reported and tracked diagnostically for rejected/failed inquiries. ?? Excludes queries not completed within the reporting period.	
Notes:	?? The numerator and denominator of the sub-measures in this measure capture all queries completed in the reporting period. ?? Manual engineering query for loop qualification is not supported.	

Illinois Carrier-to-Carrier Guidelines

Pre-Ordering

Measure 2

Title: Average FOC/LSC Notice Interval

Area	Requirement Description
Description:	Measures the average time from receipt of a valid service request to returning a Firm Order Confirmation (FOC) / Local Service Confirmation (LSC).
Method of Calculation:	<p>Mechanized: $\text{Sum} ((\text{Date and Time of FOC/LSC}) - (\text{Business Date and Time of Receipt of Valid Service Request})) / (\text{Number of FOCs/LSCs Sent in Reporting Period})$</p> <p>Manual: $\text{Sum} ((\text{Fax Date and Time Returned}) - (\text{Business Date and Time receipt of valid fax service request})) / (\text{Number of Faxes Submitted in Reporting period})$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and Verizon Affiliates.
Reported By:	?? Resale POTS (Residence) ?? Resale POTS (Business) ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? Interconnection Trunks
Geographic Level:	Statewide

Area	Requirement Description
Measurable Standard:	<p>Benchmark: 95% on time</p> <p>Fully Electronic/Flow Through: ?? Standard – average of 2 hours</p> <p>Resale POTS/UNE (non-designed) < 10 lines ?? Standard – average of 24 hours</p> <p>Resale POTS/UNE (non-designed) >= 10 lines ?? Standard – average of 72 hours</p> <p>Resale Special / UNE designed Services < 10 lines ?? Standard – average of 48 hours</p> <p>Resale Special / UNE designed Services >= 10 lines ?? Standard – average of 72 hours</p> <p>Interconnection Trunks / UNE Transport ?? Standard – Average of 10 business days</p>
Business Rules:	<p>?? The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the Verizon ordering center.</p> <p>?? Business day = Monday through Friday, excluding weekends and Verizon published holidays</p> <p>?? Elapsed time for fully electronic sub-measures tracked during system hours</p> <p>?? Excludes non-business days</p> <p>?? Excludes delays caused for customer reasons</p> <p>?? Excludes non stand-alone records for Directory Assistance/Directory Listing</p> <p>?? Projects are excluded: ?? For Resale/UNE service group types projects are defined as CLEC negotiated. ?? For Interconnection Trunks, projects are defined as over 192 trunks.</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures)</p>
Notes:	

Illinois Carrier-to-Carrier Guidelines

Ordering

Measure 3

Title: Average Reject Notice Interval

Area	Requirement Description
Description:	Reject interval is the elapsed time between the receipt of an order from the CLEC to the return of a notice of a rejection to the CLEC.
Method of Calculation:	<p>Mechanized: $\text{Sum ((Business Date and Time of Verizon's Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (Number of Mechanized Orders Rejected in the Reporting Period)}$</p> <p>Manual: $\text{Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of fax service request)) / (Number of Faxes Rejected in Reporting Period)}$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and Verizon Affiliates
Reported By:	<p>?? Resale POTS (Residence)</p> <p>?? Resale POTS (Business)</p> <p>?? Resale Specials</p> <p>?? UNE Loop Non-designed</p> <p>?? UNE Loop Designed</p> <p>?? UNE 2 wire xDSL</p> <p>?? UNE Port Non-Designed</p> <p>?? UNE Transport</p> <p>?? UNE Platform</p> <p>?? Interconnection Trunks</p>
Geographic Level:	Statewide

Area	Requirement Description
Measurable Standard:	<p>Benchmark: 95% on time</p> <p>Fully Electronic/Flow Through: ?? Standard – average of 2 hours</p> <p>Resale POTS/UNE (non-designed) < 10 lines ?? Standard – average of 24 hours</p> <p>Resale POTS/UNE (non-designed) >= 10 lines ?? Standard – average of 72 hours</p> <p>Resale Special / UNE designed Services < 10 lines ?? Standard – average of 48 hours</p> <p>Resale Special / UNE designed Services >= 10 lines ?? Standard – average of 72 hours</p> <p>Interconnection Trunks / UNE Transport ?? Standard – Average of 10 business days</p>
Business Rules:	<p>?? The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the Verizon ordering center.</p> <p>?? Business day = Monday through Friday, excluding weekends and Verizon published holidays</p> <p>?? Elapsed time for fully electronic sub-measures tracked during system hours</p> <p>?? Excludes non-business days</p> <p>?? Excludes delays caused for customer reasons</p> <p>?? Excludes non stand-alone records for Directory Assistance/Directory Listing</p> <p>?? Projects are excluded: ?? For Resale/UNE service group types projects are defined as CLEC negotiated. ?? For Interconnection Trunks, projects are defined as over 192 trunks.</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures)</p>
Notes:	

Illinois Carrier-to-Carrier Guidelines

Ordering

Measure 4

Title: Percentage of Flow-Through Orders

Area	Requirement Description
Description:	Measures the percentage of electronically received orders processed on a flow through basis.
Method of Calculation:	$\left[\frac{\text{Number of valid electronically received orders that flow-through without manual intervention}}{\text{Total valid electronically received orders}} \right] \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and Verizon Affiliates
Reported By:	Orders that flow through as a percentage of: ?? All electronically received orders programmed to flow through, by service group type and/or service order type. ?? All electronically received orders, by service group type and/or service order type.
Geographic Level:	Statewide
Measurable Standard:	Diagnostic only <i>Issue of how to evaluate performance will be reconsidered at next Carrier-to-Carrier Guidelines Plan review.</i>
Business Rules:	?? Excludes orders rejected due to CLEC caused syntax errors, but does not exclude CLEC caused content errors ?? Excludes non stand-alone records for Directory Assistance/Directory Listing ?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures)
Notes:	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 5

Title: Percentage of Orders Jeopardized

Area	Requirement Description	
Description:	Percentage of total orders processed for which Verizon notifies the CLEC that the work will not be completed as committed on the original FOC.	
Method of Calculation:	$((\text{Number of Orders Jeopardized}) / (\text{Number of Orders Confirmed})) \times 100$	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and Verizon Affiliates	
Reported By:	?? By service group type	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE Loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE-P Res ?? UNE-P Bus ?? UNE-P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non Conditioned ?? LNP ?? EEL ?? UNE Subloop ?? Dark Fiber	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Retail POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? Retail POTS- Total Business And Residence, Non-Dispatched ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Excludes delays for customer reasons</p> <p>?? Excludes missed commitments</p> <p>?? Raw data will include jeopardy codes.</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p>
Notes:	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 6

Title: Average Jeopardy Notice Interval

Area	Requirement Description
Description:	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time Verizon issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	<p><u>Assignment:</u> <i>Jeopardies identified during the initial assignment process</i></p> <p>Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Assignment Jeopardy Notices)</p> <p><u>Installation:</u> <i>Jeopardies identified during the installation process prior to due time</i></p> <p>Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices)</p> <p><u>Notification of Missed Commitments</u></p> <p>Sum (Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and Verizon Affiliates
Reported By:	?? By service group type.
Geographic Level:	Statewide

Area	Requirement Description
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE-P Res ?? UNE-P Bus ?? UNE-P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non -Conditioned ?? LNP ?? EEL (Diagnostic) ?? UNE Subloop (Diagnostic) ?? Dark Fiber (Diagnostic)
Business Rules:	?? Excludes delays for customer reasons. ?? Raw data will include jeopardy codes. ?? Track assignment jeopardies by due date only for business days, with installation jeopardies and notifications of missed commitments tracked by business days/hours. ?? Results for EEL will be tracked diagnostically. ?? Results for UNE Subloop will be tracked diagnostically. ?? Results for Dark Fiber will be tracked diagnostically.
Notes:	?? If Verizon's policy regarding jeopardy notices to their Retail customers changes, this measure should be evaluated for analog. ?? Jeopardies issued on the due date are considered either installation or notifications of missed commitments.

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 7

Title: Average Completed Interval

Area	Requirement Description	
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.	
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and Verizon Affiliates	
Reported By:	By service group type and field work/no field work where applicable.	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE-P Res ?? UNE-P Bus ?? UNE-P PRI ?? Interconnection Trunks ?? Line Sharing – Conditioned ?? Line Sharing - Non –Conditioned ?? LNP ?? EEL ?? UNE Subloop ?? Dark Fiber	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? Retail POTS- Total Business And Residence, Non-Dispatched ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Excludes Out/Disconnect orders except for service group type LNP.</p> <p>?? Excludes customer due dates beyond interval offered, and orders delayed for customer reasons.</p> <p>?? Projects are not excluded.</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p>
Notes:	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 8

Title: Percent Completed Within Standard Interval

Area	Requirement Description
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.
Method of Calculation:	Sum (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders) x100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and Verizon Affiliates
Reported By:	By service group type excluding services with flexible due dates.
Geographic Level:	Statewide
Measurable Standard:	<div style="display: flex; justify-content: space-between;"> Resale Specials Retail Specials </div>
Business Rules:	<p>?? Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons.</p> <p>?? Excludes services with flexible due date; i.e., Basic Exchange services/POTS</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>
Notes:	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 9

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	Requirement Description																																																		
Description:	Measures the percentage of coordinated orders completed by committed time* for all orders where CLEC has requested coordination (including LNP) *Note: "Committed time" means the actual conversion completion time is no greater than the committed completion interval plus one hour.																																																		
Method of Calculation:	(Number of coordinated orders completed by committed due date and time) / (Count of coordinated orders completed in reporting period) x 100																																																		
Report Period:	Monthly																																																		
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), by Verizon Affiliates																																																		
Reported By:	?? Coordinated Conversions and Coordinated Hot Cuts																																																		
Geographic Level:	Statewide																																																		
Measurable Standard:	<div><div><div>Benchmark: 90% On Time</div><div>Coordinated Conversion (CC) Designed and Non-designed</div><table><thead><tr><th></th><th><u>Line Size</u></th><th><u>Committed</u></th><th><u>Completion Interval</u></th></tr></thead><tbody><tr><td>From</td><td>1 to 49 lines:</td><td></td><td>1 Work Hour</td></tr><tr><td></td><td>50 to 99 lines:</td><td></td><td>2 Work Hours</td></tr><tr><td></td><td>100 to 199 lines:</td><td></td><td>3 Work Hours</td></tr><tr><td></td><td>200 plus lines:</td><td></td><td>4 Work Hours</td></tr></tbody></table><div>Coordinated Hot Cut (CHC) Designed and Non-designed</div><table><thead><tr><th></th><th><u>Line Size</u></th><th><u>Committed Completion Interval</u></th></tr></thead><tbody><tr><td>From 1</td><td>to 20 lines:</td><td>1 Work Hour</td></tr><tr><td></td><td>21 to 30 lines:</td><td>1½ Work Hours</td></tr><tr><td></td><td>31 to 40 lines:</td><td>2 Work Hours</td></tr><tr><td></td><td>41 to 50 lines:</td><td>2½ Work Hours</td></tr><tr><td></td><td>51 to 60 lines:</td><td>3 Work Hours</td></tr><tr><td></td><td>61 to 70 lines:</td><td>3½ Work Hours</td></tr><tr><td></td><td>71 to 80 lines:</td><td>4 Work Hours</td></tr><tr><td></td><td>81 to 90 lines:</td><td>4½ Work Hours</td></tr><tr><td></td><td>91 to 100 lines:</td><td>5 Work Hours</td></tr></tbody></table><div>Add an additional ½ Hour for each additional 10 lines or increment thereof.</div></div></div>		<u>Line Size</u>	<u>Committed</u>	<u>Completion Interval</u>	From	1 to 49 lines:		1 Work Hour		50 to 99 lines:		2 Work Hours		100 to 199 lines:		3 Work Hours		200 plus lines:		4 Work Hours		<u>Line Size</u>	<u>Committed Completion Interval</u>	From 1	to 20 lines:	1 Work Hour		21 to 30 lines:	1½ Work Hours		31 to 40 lines:	2 Work Hours		41 to 50 lines:	2½ Work Hours		51 to 60 lines:	3 Work Hours		61 to 70 lines:	3½ Work Hours		71 to 80 lines:	4 Work Hours		81 to 90 lines:	4½ Work Hours		91 to 100 lines:	5 Work Hours
	<u>Line Size</u>	<u>Committed</u>	<u>Completion Interval</u>																																																
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	50 to 99 lines:		2 Work Hours																																																
	100 to 199 lines:		3 Work Hours																																																
	200 plus lines:		4 Work Hours																																																
	<u>Line Size</u>	<u>Committed Completion Interval</u>																																																	
From 1	to 20 lines:	1 Work Hour																																																	
	21 to 30 lines:	1½ Work Hours																																																	
	31 to 40 lines:	2 Work Hours																																																	
	41 to 50 lines:	2½ Work Hours																																																	
	51 to 60 lines:	3 Work Hours																																																	
	61 to 70 lines:	3½ Work Hours																																																	
	71 to 80 lines:	4 Work Hours																																																	
	81 to 90 lines:	4½ Work Hours																																																	
	91 to 100 lines:	5 Work Hours																																																	

Area	Requirement Description
Business Rules:	<p>?? Excludes CLEC caused misses</p> <p>?? Excludes 'records only' orders</p> <p>?? Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures)</p>
Notes:	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 10

Title: LNP Network Provisioning

Area	Requirement Description
Description:	Measures LNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of LNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and Verizon Affiliates
Reported By:	Total Network Broadcasts
Geographic Level:	Statewide
Measurable Standard:	Benchmark ?? Standard - no more than 2% failure
Business Rules:	Provisioning failure data will be collected as follows: ?? Will be tracked for individual network database failures - failures to provision between Verizon LSMS and LNP network databases (STP or SCP) ?? Excludes total failures from the NPAC to all LSMS systems.
Notes:	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 11

Title: Percent of Due Dates Missed

Area	Requirement Description	
Description:	Measures the percent of new, move and change orders where installation was not completed by the due date.	
Method of Calculation:	[(Total Number of Missed Due Dates Due to Verizon's Reasons for New, Move and Change Orders) / (Total Number of New, Move and Change Orders)] x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	By service group type and Field Work/No Field Work as appropriate	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non-Conditioned ?? LNP ?? EEL ?? UNE Subloop ?? Dark Fiber	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? Retail POTS- Total Business And Residence, Non-Dispatched ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.</p> <p>?? The Completed Date is defined as the Billing Effective Date.</p> <p>?? Excludes customer misses.</p> <p>?? Excludes Out/Disconnect orders except for service group type LNP.</p> <p>?? Excludes 'records only' orders</p> <p>?? Excludes Verizon company official orders</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>
Notes:	<p>?? Verizon will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.</p>

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 12

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	Requirement Description	
Description:	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"	
Method of Calculation:	$\frac{\text{(Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities)}}{\text{(Total Number of New, Move and Change Orders)}} \times 100$	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	By service group type and Field Work/No Field Work as appropriate	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? Line Sharing - Conditioned ?? Line Sharing - Non-Conditioned ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? EEL ?? UNE Subloop	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (Diagnostic) ?? (Diagnostic)
Business Rules:	?? Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. ?? For UNE loop services, feature-only orders are excluded from retail analog. ?? Results for EEL will be tracked diagnostically. ?? Results for UNE Subloop will be tracked diagnostically.	

Notes:	
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Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 13

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

Area	Requirement Description	
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of Verizon's facilities.	
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of Verizon's facilities)) / (Number of Orders Missed due to Lack of Verizon's Facilities in the Reporting Period)	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	?? By service group type ?? Disaggregated by 1-30 days, 31-90 days and >90 days	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? Line Sharing - Conditioned ?? Line Sharing - Non-Conditioned ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? EEL ?? UNE Subloop	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.</p> <p>?? The Completed Date is defined as the Billing Effective Date.</p> <p>?? Lack of facilities is defined to be those orders with DR suffixes.</p> <p>?? For UNE loop services, feature-only orders are excluded from retail analog.</p> <p>?? Excludes Out/Disconnect orders.</p> <p>?? Excludes 'records only' orders</p> <p>?? Excludes Verizon company official orders</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>
Notes:	?? Results also included in Measure "Percent of Due Dates Missed"

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 14

Title: Held Order Interval

Area	Requirement Description	
Description:	Measures the time period that service orders are not completed by the original due dates for all Verizon's reasons (including lack of facilities).	
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) <i>Note: For all orders pending and past the committed due date.</i>	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), by Verizon Affiliates	
Reported By:	By service group type	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non-Conditioned ?? LNP ?? EEL ?? UNE Subloop ?? Dark Fiber	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? Retail POTS- Total Business And Residence, Non-Dispatched ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Excludes customer caused misses.</p> <p>?? For UNE loop services, feature-only orders are excluded from retail analog.</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>
Notes:	<p>?? Verizon will provide disaggregation by Missed Appointment reason codes as diagnostic data upon raw data request.</p>

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 15

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

Area	Requirement Description	
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.	
Method of Calculation:	[(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)] x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), by Verizon Affiliates	
Reported By:	?? By Resale, High Bandwidth line sharing UNE, UNE Loop, and LNP ?? By Affecting Service and Out of Service	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS (Residence) ?? Resale POTS (Business) ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE Loop IDSL Capable ?? LNP	Retail ?? Retail POTS (Residence) ?? Retail POTS (Business) ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? 4% or less.
Business Rules:	?? Excludes CPE and IEC/CLEC caused troubles ?? Excludes Subsequent reports ?? Excludes Message Reports (circuit reports for which Verizon has no records) ?? Excludes Verizon employee generated reports ?? Excludes new service installations	
Notes:	?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 15A

Title: Average Time to Restore Provisioning Troubles (Prior to Service Order Completion)

Area	Requirement Description	
Description:	Measures the average duration of the troubles from the receipt of the customer trouble reported (via customer or indirectly by CLEC) to the time the trouble is cleared.	
Method of Calculation:	(Total duration of provisioning trouble measured from the time the trouble was initiated or called in to Verizon until cleared.)/ (Total Number of Provisioning Trouble Reports)	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), by Verizon Affiliates	
Reported By:	?? By Resale, UNE Loop, UNE Port Non-Designed and LNP ?? By Affecting Service and Out of Service	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? LNP	Retail ?? Retail POTS- Residence ?? Retail POTS- Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is implemented) ?? (TBD until SDA is implemented) ?? 4% or Less
Business Rules:	?? Excludes CPE and IEC/CLEC caused troubles ?? Excludes Subsequent reports ?? Excludes Message Reports (circuit reports for which Verizon has no records) ?? Excludes Verizon employee generated reports	
Notes:	?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 16

Title: Percentage Troubles in 30 Days for Special Services Orders

Area	Requirement Description	
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion	
Method of Calculation:	(Total Number of Special Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change completed Special Service Orders) x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	By service group type	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale Specials ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Transport ?? UNE - Platform PRI ?? Line Sharing - Conditioned ?? Line Sharing - Non - Conditioned ?? Interconnection Trunks ?? EEL	Retail ?? Retail Specials ?? Dispatch Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? HICAP Designed ?? ISDN PRI ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? Verizon Dedicated Trunks ?? (Diagnostic)
Business Rules:	?? Excludes CPE and IEC/CLEC caused troubles ?? Excludes troubles associated with coin ?? Excludes invalid, non-service affecting troubles ?? Excludes troubles associated with enhanced products and services ?? Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) ?? Excludes Subsequent reports ?? Excludes Verizon employee generated reports ?? Excludes Verizon company official order ?? Excludes troubles associated with inside wire ?? Excludes Message Reports (circuit reports for which Verizon has no records) ?? Results for EEL will be tracked diagnostically. ?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).	

<i>Area</i>	<i>Requirement Description</i>
<i>Notes:</i>	?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 17

Title: Percentage Troubles in 7 Days for Non-Special Orders

Area	Requirement Description	
Description:	Measures the percent of network customer trouble reports received within 7 calendar days of service order completion.	
Method of Calculation:	(Total Number of non-special Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total new, move and change completed Non-Special Service orders) x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	By service group type (including LNP) and Field Work/No Field Work as appropriate	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? UNE Loop Non-designed ?? UNE Port Non-Designed ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? LNP ?? UNE Subloop	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? B1 Dispatched Non Designed ?? CentraNet – Simple ?? Residential POTS ?? Business POTS ?? Retail POTS- Total Business & Residence, Non-Dispatched ?? (Diagnostic)
Business Rules:	?? Excludes CPE and IEC/CLEC caused troubles ?? Excludes troubles associated with coin ?? Excludes invalid, non-service affecting troubles ?? Excludes troubles associated with enhanced products and services ?? Excludes Trouble Reports Received on the Due Date (which instead are reported in the “Provisioning Troubles” measure) ?? Excludes Subsequent reports ?? Excludes Verizon employee generated reports ?? Excludes Verizon company official order ?? Excludes troubles associated with inside wire ?? Excludes Out/Disconnect orders except for service group type LNP. ?? Results for UNE Subloop will be tracked diagnostically. ?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).	
Notes:	?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

Illinois Carrier-to-Carrier Guidelines

Provisioning

Measure 18

Title: Completion Notice Interval

Area	Requirement Description
Description:	Measures the percent of completion notices returned within the time specified in the measurable standard.
Method of Calculation:	<p>Fully Electronic: $\frac{\text{(Number of Completion Notices Returned within "X" Interval)}}{\text{(Number of Orders Completed where the Completion Notice is Returned Using Electronic Process)}} \times 100$</p> <p>All Other Interfaces: $\frac{\text{(Number of Completion Notices Returned within "X" Interval)}}{\text{(Number of Orders Returned Using All Other Processes)}} \times 100$</p>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by Verizon Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide
Measurable Standard:	<p>Fully Electronic (EDI) ?? Standard - 95% within 1 hour</p> <p>Electronic Batch ?? Standard – 95% within 12 hours</p> <p>All other interfaces ?? Standard – 90% within 24 hours</p>
Business Rules:	?? 24-hour clock is used to measure interval for all other interfaces. ?? Excludes weekends and Verizon published holidays ?? System hours will be used for fully electronic sub-measures ?? Report on the industry standard of SAR Version 4 only. ?? Fully electronic represents all near "real-time" interfaces that flow through and do not include batch processing. ?? Electronic Batch represents all electronic interfaces that include some form of batch processing. ?? All other interfaces represent manual processes. ?? Electronic Batch will use the same calculation method as Fully Electronic
Notes:	?? Completion Notices on disconnect orders are only on CLEC disconnect orders (not on Verizon retail disconnect orders).

Illinois Carrier-to-Carrier Guidelines

Maintenance

Measure 19

Title: Customer Trouble Report Rate

Area	Requirement Description	
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 local exchange lines/interconnection or interoffice trunks/ circuits/UNEs.	
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of local exchange lines/interconnection or interoffice trunks/circuits/UNEs in service at the end of the prior reporting period) x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Report By:	By service group type (including LNP) & NXX Code Opening Troubles	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non - Conditioned ?? LNP ?? EEL ?? Dark Fiber ?? UNE Subloop	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet ?? HICAP Designed ??Residential POTS ??Business POTS ??ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? No more than .35% of total trouble reports received for LNP ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Excludes CPE and IEC/CLEC caused troubles</p> <p>?? Excludes troubles associated with coin</p> <p>?? Excludes invalid, non-service affecting troubles</p> <p>?? Excludes troubles associated with enhanced products and services</p> <p>?? Excludes Subsequent reports</p> <p>?? Excludes provisioning trouble reports</p> <p>?? Excludes Verizon employee generated reports</p> <p>?? Excludes Message Reports (circuit reports for which Verizon has no records)</p> <p>?? Access line/circuit count taken from previous month</p> <p>?? Include Test okay (TOK) and Found Okay (FOK) reports</p> <p>?? Network Trouble includes the following dispositions:</p> <p> ?? (04) Network Terminating Facilities</p> <p> ?? (06) Outside Plant</p> <p> ?? (07) Special Services/Transmission Elements & Interoffice Facilities</p> <p> ?? (09) Special Order</p> <p> ?? (10) Records/Software Programming</p> <p> ?? (11) Carrier or Concentrator</p> <p> ?? (12) Central Office</p> <p> ?? (13) Test OK</p> <p> ?? (15) Came Clear</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p>
Notes:	<p>?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.</p>

Illinois Carrier-to-Carrier Guidelines

Maintenance

Measure 20

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	Requirement Description	
Description:	Measures the percent of trouble reports not cleared by the commitment time.	
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for Verizon's reasons / Total network trouble reports completed) x 100	
Report Period:	Monthly	
Report Structure :	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Report By:	?? By service group type (including LNP) & NXX Code Opening Troubles ?? By dispatch and no dispatch	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non - Conditioned ?? LNP ?? EEL ?? Dark Fiber ?? UNE Subloop	Retail ?? Retail POTS – Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? <i>(TBD until SDA is established)</i> ?? <i>(TBD until SDA is established)</i> ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? <i>(TBD until SDA is established)</i> ?? <i>(TBD until SDA is established)</i> ?? No more than 1 missed commit per month per CLEC ?? <i>(Diagnostic)</i> ?? <i>(Diagnostic)</i> ?? <i>(Diagnostic)</i>

Area	Requirement Description
Business Rules:	<p>?? Excludes CPE and IEC/CLEC caused troubles</p> <p>?? Excludes troubles associated with coin</p> <p>?? Excludes invalid, non-service affecting troubles</p> <p>?? Excludes troubles associated with enhanced products and services</p> <p>?? Excludes Subsequent reports</p> <p>?? Excludes provisioning trouble reports</p> <p>?? Excludes Verizon employee generated reports</p> <p>?? Excludes customer caused misses</p> <p>?? Excludes Message Reports (circuit reports for which Verizon has no records)</p> <p>?? Include Test okay (TOK) and Found Okay (FOK) reports</p> <p>?? Network Trouble includes the following dispositions:</p> <p> ?? (04) Network Terminating Facilities</p> <p> ?? (06) Outside Plant</p> <p> ?? (07) Special Services/Transmission Elements & Interoffice Facilities</p> <p> ?? (09) Special Order</p> <p> ?? (10) Records/Software Programming</p> <p> ?? (11) Carrier or Concentrator</p> <p> ?? (12) Central Office</p> <p> ?? (13) Test OK</p> <p> ?? (15) Came Clear</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p>
Notes:	<p>?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.</p>

Illinois Carrier-to-Carrier Guidelines

Maintenance

Measure 21

Title: Average Time to Restore

Area	Requirement Description	
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.	
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	?? By service group type (including LNP) & NXX Code Opening Troubles ?? By dispatch and no dispatch	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non - Conditioned ?? LNP ?? EEL ?? Dark Fiber ?? UNE Subloop	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? Retail POTS- Total Business And Residence, Non-Dispatched ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Excludes CPE and IEC/CLEC caused troubles</p> <p>?? Excludes troubles associated with coin</p> <p>?? Excludes invalid, non-service affecting troubles</p> <p>?? Excludes troubles associated with enhanced products and services</p> <p>?? Excludes Subsequent reports</p> <p>?? Excludes provisioning trouble reports</p> <p>?? Excludes Verizon employee generated reports</p> <p>?? Excludes Message Reports (circuit reports for which Verizon has no records)</p> <p>?? Include Test okay (TOK) and Found Okay (FOK) reports</p> <p>?? Network Trouble includes the following dispositions:</p> <p> ?? (04) Network Terminating Facilities</p> <p> ?? (06) Outside Plant</p> <p> ?? (07) Special Services/Transmission Elements & Interoffice Facilities</p> <p> ?? (09) Special Order</p> <p> ?? (10) Records/Software Programming</p> <p> ?? (11) Carrier or Concentrator</p> <p> ?? (12) Central Office</p> <p> ?? (13) Test OK</p> <p> ?? (15) Came Clear</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p>
Notes:	<p>?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request</p>

Illinois Carrier-to-Carrier Guidelines

Maintenance

Measure 22

Title: POTS Out of Service Less Than 24 Hours

Area	Requirement Description	
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.	
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 <i>Note: For non-design services only</i>	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Reported By:	By POTS Residence and Business (Resale and UNE)	
Geographic Level:	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? UNE loop Non-designed ?? UNE Port Non-Designed ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? B1 Dispatched Non Designed ?? CentraNet - Simple ?? Residential POTS ?? Business POTS
Business Rules:	?? Residential and Business POTS only ?? Excludes no access ?? Interval for tickets received Saturday and Sunday begins no later than Monday morning ?? Excludes CPE and IEC/CLEC caused troubles ?? Excludes Subsequent reports ?? Excludes Message Reports (circuit reports for which Verizon has no records) ?? Excludes Verizon employee generated reports	
Notes:	?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.	

Illinois Carrier-to-Carrier Guidelines

Maintenance

Measure 23

Title: Frequency of Repeat Troubles in 30-Day Period

Area	Requirement Description	
Description:	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Method of Calculation:	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	
Report Period:	Monthly	
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies), and by Verizon Affiliates	
Report By:	By service group type (including LNP) & NXX Code Opening Troubles	
Geographic Level	Statewide	
Measurable Standard:	Service Group Types: ?? Resale POTS- Residence ?? Resale POTS-Business ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE 2 wire xDSL ?? UNE loop IDSL capable ?? UNE Port Non-Designed ?? UNE Transport ?? UNE Platform ?? UNE - P Res ?? UNE - P Bus ?? UNE - P PRI ?? Interconnection Trunks ?? Line Sharing - Conditioned ?? Line Sharing - Non - Conditioned ?? LNP ?? EEL ?? Dark Fiber ?? UNE Subloop	Retail ?? Retail POTS - Residence ?? Retail POTS - Business ?? Retail Specials ?? B1 Dispatched Non Designed ?? Dispatched Designed Service (excludes HICAPs) ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? CentraNet - Simple ?? HICAP Designed ?? Residential POTS ?? Business POTS ?? ISDN PRI ?? Verizon Dedicated Trunks ?? (TBD until SDA is established) ?? (TBD until SDA is established) ?? No more than 2 repeat trouble reports per month per CLEC ?? (Diagnostic) ?? (Diagnostic) ?? (Diagnostic)

Area	Requirement Description
Business Rules:	<p>?? Excludes CPE and IEC/CLEC caused troubles</p> <p>?? Excludes troubles associated with coin</p> <p>?? Excludes invalid, non-service affecting troubles</p> <p>?? Excludes troubles associated with enhanced products and services</p> <p>?? Excludes Subsequent reports</p> <p>?? Excludes Verizon employee generated reports</p> <p>?? Excludes troubles associated with inside wiring</p> <p>?? Excludes Message Reports (circuit reports for which Verizon has no records)</p> <p>?? Network Trouble includes the following dispositions:</p> <p> ?? (04) Network Terminating Facilities</p> <p> ?? (06) Outside Plant</p> <p> ?? (07) Special Services/Transmission Elements & Interoffice Facilities</p> <p> ?? (09) Special Order</p> <p> ?? (10) Records/Software Programming</p> <p> ?? (11) Carrier or Concentrator</p> <p> ?? (12) Central Office</p> <p> ?? (13) Test OK</p> <p> ?? (15) Came Clear</p> <p>?? Results for EEL will be tracked diagnostically.</p> <p>?? Results for UNE Subloop will be tracked diagnostically.</p> <p>?? Results for Dark Fiber will be tracked diagnostically.</p>
Notes:	<p>?? Verizon will provide disaggregation by Maintenance Disposition codes as diagnostic data upon raw data request.</p>

Illinois Carrier-to-Carrier Guidelines

Network Performance

Measure 24

Title: **Percent Blocking on Common Trunks**

Area	Requirement Description
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage.
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	By total trunk groups.
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
Business Rules:	?? Reports provided 45 days after close of data month. ?? Verizon will make available detailed information for all trunk groups not meeting 2% blocking level with the monthly report
Notes:	

Illinois Carrier-to-Carrier Guidelines

Network Performance

Measure 25

Title: Percent Final Trunk Group Blockage

Area	Requirement Description
Description:	Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.
Method of Calculation:	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems
Report Period:	Monthly
Report Structure:	?? Individual CLEC ?? CLECs in the aggregate
Report By:	CLEC Trunks
Geographic Level:	Statewide
Measurable Standard:	Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.
Business Rules:	<p>?? Only measured on trunks where Verizon has outgoing traffic to CLECs, and where VERIZON controls trunk capacity.</p> <p>?? Does not apply when trunks are provisioned as two-way trunks.</p> <p>?? Verizon reports provided 45 days after close of data month.</p> <p>?? Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.)</p> <p>Excludes:</p> <p>?? Abnormal blockage exclusions:</p> <ul style="list-style-type: none"> o Network Failures, Switch Outages, Acts of God, Storms, Tornadoes, etc. <p>?? National Holidays</p> <p>?? Media Stimulated Mass Calling</p> <p>?? Cable/Fiber cuts</p> <p>?? Microwave Failures</p> <p>?? Power Outages</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>
Notes:	<p>?? Trunks terminating at a Tandem are engineered at the B.005 level.</p> <p>?? Trunks terminating at the End office are engineered at the B.01 level.</p>

Illinois Carrier-to-Carrier Guidelines

Network Performance

Measure 26

Title: NXX Loaded by LERG Effective Date

Area	Requirement Description
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	$((\text{Number of NXXs loaded and tested by LERG effective date}) / (\text{Number of NXXs scheduled to be loaded and tested by LERG effective date})) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity– comparison made to results for loading Verizon NXX codes by the LERG effective date.
Business Rules:	<p>?? Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).</p> <p>?? Excludes any NXX code that cannot be completely tested because the CLEC has not provided an accurate test number or because CLEC facilities have not been installed.</p> <p>?? Includes both additions and deletions to NXX codes.</p>
Notes:	?? NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing.

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 28

Title: Usage Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
Method of Calculation:	$\frac{\text{Sum ((Data Set Transmission Availability Date) - (Date of Message Recording))}}{\text{(Count of All Messages available for Transmission in Reporting Period)}}$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	?? Resale Local ?? Resale Toll ?? UNE (IntraLATA and InterLATA combined)(excluding UNE Platform) ?? UNE Platform – Local ?? UNE Platform - Access ?? Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	Parity for Resale - Local, Resale - Toll and UNE Parity for UNE Platform – Local is Resale – Local Parity for UNE Platform – Access is IXC switched access Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
Business Rules:	
Notes:	Local/toll are billed through CBSS billing systems. Access usage is billed out of CABS. UNE Platform can contain both elements and will be reported separately, if applicable.

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 29

Title: Accuracy of Usage Feed

Area	Requirement Description
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records Verizon transmits to the CLEC in the reporting period. <i>Note: This data will be collected by CLECs and reported by Verizon</i>
Method of Calculation:	$\frac{((\text{Number of Total Correct Usage Records Processed in the Reporting Period That Reflected Complete Information Content and Proper Formatting}) / (\text{Total Number of Usage Records Received and Processed})) \times 100}{100}$ <i>Note: Total usage records includes detail data records, headers and trailers</i>
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	Total Records
Geographic Level:	Statewide
Measurable Standard:	Benchmark <i>Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Carrier-to-Carrier Guidelines Plan Review or after three months of data are available, which ever occurs first.</i>

Area	Requirement Description
Business Rules:	<p>?? Report will be by calendar month</p> <p>?? Usage files included in the reporting month will be those processed by the CLEC in that month</p> <p>?? Usage feed will include Resale, UNE and Meet Point Billing usage</p> <p>?? Results will be supplied by the CLEC to Verizon by the 7th calendar day by 7p.m. (EST) after the end of the month under report. If no data is received by Verizon from the CLEC by required date, no results will be reported by Verizon for the CLEC for that reporting month. Data must be supplied by the CLEC to Verizon in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.</p> <p>?? If the data received by Verizon from the CLEC are incomplete or corrupted, Verizon will return the data file to the CLEC. The Verizon will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th calendar day at 7p.m. (EST) to re-submit the file to Verizon for inclusion in the monthly reported results.</p> <p>?? Usage files by Verizon will be considered non-compliant if Verizon has changed its file criteria without providing the CLEC notice of the change 60 days prior to implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal Verizon format standards. For changes to internal Verizon format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60-day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to Verizon prior to the implementation of the change.</p> <p>?? Changes to Verizon-specific implementation guide and Verizon reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium for the minimum notice period. The layout of the records exchanged between companies shall be the EMI record as described in the current edition of the EMI manual published by ATIS on behalf of the Ordering and Billing Forum, as supplemented by specific requirements. This will include record length, field descriptions, and dataset characteristics.</p> <p>?? Validation of accuracy and completeness of the files will be accomplished by means of pack invoice checking for proper sequencing. Further validation will occur by balancing of the record count and revenue total contained in the pack trailer to the detail records.</p> <p>?? A record is correct if it is of the correct length, all of its fields are of correct length and mode (alpha or numeric), and it is a valid EMI record type.</p> <p>?? A header is correct if:</p> <ol style="list-style-type: none"> 1) the invoice number is correct if it is of proper sequence (the sequence is 1 greater than the previous header invoice number or it is 1 if the previous sequence was 99); 2) the trailer count and the count of detail records agree and ; 3) the trailer revenue total agrees with the total of the revenue fields within each detail record within the pack.

Area	Requirement Description
Notes:	<p>?? Verizon will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of Verizon's data.</p> <p>?? Verizon can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to Verizon's provision of raw data.</p> <p>?? Raw data includes header, trailer and detail records, for the report period in question.</p>

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 30

Title: Wholesale Bill Timeliness

Area	Requirement Description
Description:	This measure captures the elapsed number of calendar days between the scheduled close of a Bill Cycle and Verizon's successful transmission of the associated invoice to the CLEC.
Method of Calculation:	(Count of Invoices Transmitted by Verizon in 10 calendar days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100 *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by Verizon Affiliates
Report By:	?? Resale ?? UNE (IntraLATA and InterLATA combined) ?? Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	Benchmark: ?? Standard – 98% within 10 business days
Business Rules:	?? Includes only mechanized bills. ?? Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	?? Legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Results for Resale and UNE service will be reported by group types as a total result.

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 31

Title: Usage Completeness

Area	Requirement Description
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	?? Resale ?? UNE (IntraLATA and InterLATA combined) ?? Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	Parity for Resale and UNE Benchmark for Facilities/Interconnection ?? Standard - 95%
Business Rules:	?? Excludes summarized charges
Notes:	?? Legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Results for Resale and UNE service group types will be reported as a total result.

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 32

Title: Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	*Correct bill = next available bill (Dollar amount of fractional recurring charges that are on the correct bill*/ total dollar amount of fractional recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	?? Resale ?? UNE (IntraLATA and InterLATA combined) ?? Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	Parity for Resale and UNE Benchmark for Facilities/Interconnection ?? Standard – 90%
Business Rules:	?? The effective date of the recurring charge must be within one month of the bill date for the charge to appear on the correct bill. ?? Excludes late charges resulting from externally mandated billing changes that Verizon cannot reasonably implement in a timely manner.
Notes:	?? Verizon will compare CLEC results to a statistically valid sample of Verizon results.

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 33

Title: Non-Recurring Charge Completeness

Area	Requirement Description
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	*Correct bill = next available bill (Dollar amount of non-recurring charges that are on the correct bill */ total dollar amount of non-recurring charges that are on bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	?? Resale ?? UNE (IntraLATA and InterLATA combined) ?? Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	Parity for Resale and UNE Benchmark for Facilities/Interconnection: ?? Standard – 90%
Business Rules:	?? The effective date of the non-recurring charge must be within one month of the bill date for the charge to appear on the correct bill. ?? Excludes late charges resulting from externally mandated billing changes that Verizon cannot reasonably implement in a timely manner.
Notes:	

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 34

Title: Bill Accuracy

Area	Requirement Description
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	$(\text{Total monies billed without corrections} / \text{total monies billed}) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by Verizon (if analog applies) and by Verizon Affiliates
Report By:	?? Resale ?? Usage ?? Recurring Charges ?? Non-Recurring Charges ?? UNE (IntraLATA and InterLATA combined) ?? Usage ?? Recurring Charges ?? Non-Recurring Charges ?? Facilities/Interconnection ?? Usage ?? Recurring Charges ?? Non-Recurring Charges
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Resale and UNE: ?? Standard - 97% Benchmark for Facilities/Interconnection: ?? Standard - 95%
Business Rules:	?? Excludes late charges resulting from externally mandated billing changes that Verizon cannot reasonably implement in a timely manner.
Notes:	?? Legacy system billing data feeds do not support the disaggregation of UNE and Resale major service group types. Results for Resale and UNE service group types will be reported as a total result.

Illinois Carrier-to-Carrier Guidelines

Billing

Measure 36

Title: Accuracy of Mechanized Bill Feed

Area	Requirement Description
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. <i>Note: This data will be collected by CLECs and reported by Verizon</i>
Method of Calculation:	BOS-BDT Format: (Total # of correct records + correct trailers balanced to count of records that passed / Total # of records + trailers processed in that reporting period) x 100 EDI Format: (Total # of correct segments + correct bills + correct transmissions that passed / Total # of records + bills + transmissions processed in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate
Report By:	BOS-BDT format and EDI format, as supplemented by specific requirements.
Geographic Level:	Statewide
Measurable Standard:	Benchmark <i>Parties agree that data will be collected for this measure and the appropriate benchmark discussed at next Carrier-to-Carrier Guidelines Plan Review or after three months of data are available, which ever occurs first.</i>
Business Rules:	<p>?? Report will be by calendar month</p> <p>?? Transmissions included in the reporting month will be those processed by the CLEC in that month. Usage feed will include Resale, UNE and Meet Point Billing usage</p> <p>?? Results will be supplied by the CLEC to Verizon by the 7th calendar day by 7p.m. (EST) after the end of the month under report</p> <p>?? If no report data is received by Verizon from the CLEC by required date, no results will be reported by Verizon for the CLEC for that reporting month.</p> <p>?? Report Data must be supplied by the CLEC to Verizon in the agreed to format, at minimum including data for the numerator, denominator and the calculated result.</p> <p>?? If the report data received by Verizon from the CLEC are incomplete or corrupted, Verizon will return the data file to the CLEC. Verizon will have 12 hours after the receipt of the monthly results from a CLEC to validate the accuracy and completeness of the file and return incomplete and/or corrupted files to the CLEC for correction. The CLEC has until the 9th</p>

Area	Requirement Description
	<p>calendar day at 7p.m. (EST) to re-submit the file to Verizon for inclusion in the monthly reported results.</p> <p>?? Mechanized bill feed transmissions by Verizon will be considered non-compliant if Verizon has changed its transmission criteria without providing the CLEC notice of the change 60 days prior to implementation of the change.</p> <p>?? Changes to Verizon-specific implementation guide and Verizon reference table shall not constitute valid criteria for the purpose of determining the accuracy of a mechanized bill unless notice of the change has been provided through an agreed-upon medium 60 days prior to the implementation of changes resulting from modifications to the industry format standards or 30 days prior to implementation of changes to internal Verizon format standards. For changes to internal Verizon format standards, a CLEC may request that the implementation of the change be delayed up to 30 days to allow the CLEC a 60-day internal to implement the change in its systems. This request from the CLEC must be submitted in writing to Verizon prior to the implementation of the change.</p> <p>?? A record is accurate if the billing data meets the published specifications meaning that each field of each record is of proper length and style (numeric or alpha), and it is a valid BOS-BDT or EDI file type.</p> <p>?? A BOS-BDT record is accurate if a 99-99-99 record is included with every transmission.</p> <p>?? A record is accurate if the bill format complies with both X12 industry guidelines and Verizon-specific implementation guide.</p> <p>?? A record is accurate if the codes contained I the transmission agree with the codes contained in Verizon Reference Table</p> <p>?? A record is accurate if the billed service type matches the service types that have been communicate tot he CLEC.</p> <p>?? An EDI transmission is accurate if the enveloping starting segments provide accurate send/receive information and the envelope ending segments provide accurate counts.</p>
Notes:	<p>?? BOS-BDT and EDI Billing data is considered compliant if they meet published specifications. This means that each field of each record is of proper length and style (numeric or alpha).</p> <p>?? Verizon will have the right to audit the CLECs' data collection and reporting process subject to the same notice requirements that would apply to a CLEC audit of Verizon's data.</p> <p>?? Verizon can request the CLEC supply the raw data used to compile the monthly results subject to the same notice requirements that would apply to Verizon's provision of raw data.</p>

Illinois Carrier-to-Carrier Guidelines

Collocation

Measure 40

Title: Time to Respond to a Collocation Request

Area	Requirement Description
Description:	Measures the interval it takes Verizon to respond to a CLEC's collocation request.
Method of Calculation:	Space Availability Response Letter $\left(\frac{\text{(# of Collocation Requests Completed in Tariff Interval)}}{\text{(Count of Total Requests Completed in Reporting Period)}} \right) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by Verizon Affiliates
Report By:	Physical Collocation: ?? Caged ?? Cageless ?? Shared-Cage Virtual Collocation
Geographic Level:	Statewide
Measurable Standard:	Standard - 90% on time
Business Rules:	?? Excludes orders canceled by CLEC ?? If the CLEC makes a change to the cage size, number of bays required (cageless), requests additional AC/DC power, terminations, or HVAC, in their application within the tariff period or after the tariff period, the clock is restarted from the revised application receipt date. ?? Standard intervals subject to the guidelines outlined in the tariffs.
Notes:	?? Intervals begin upon receipt of valid request per published Verizon guidelines. ?? If different standards for space availability response letters are adopted in any future Local Competition proceeding, this metric shall be re-visited.

Illinois Carrier-to-Carrier Guidelines

Collocation

Measure 41

Title: Time to Provide a Collocation Arrangement

Area	Requirement Description
Description:	Measures the interval it takes Verizon to complete (build) a collocation arrangement.
Method of Calculation:	$\left(\frac{\text{of Collocation Arrangements Completed in Tariff/Negotiated Interval}}{\text{Total Number of Collocation Arrangements Completed During the Reporting Period}} \right) \times 100$
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate and by Verizon Affiliates
Report By:	Physical Collocation: ?? Caged ?? Cageless ?? Shared-Cage Virtual Collocation
Geographic Level:	Statewide
Measurable Standard:	Standard - 90% On Time
Business Rules:	?? Interval begins when Verizon receives a completed application with appropriate application fee. ?? Excludes orders canceled by CLEC ?? Excludes CLEC caused misses. ?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).
Notes:	<p><u>Interval:</u> The average number of business days between receipt of valid order application date and completion. The application date is the date that a valid service request, including appropriate fees, is received.</p> <p><u>Late/Un-forecasted Demand will have the following Interval Start Date:</u></p> ?? No Forecast Received: 3 Months after application date ?? Forecast Received 1 month Prior to application date: 2 Months after application date ?? Forecast Received 2 months prior to application date: 1 Month after application date ?? Forecast received 3 months prior to application date: On the application date
	<p><u>Completions:</u> Verizon will not be deemed to have completed work on a collocation space until the space is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.</p> <p>If different interval standards for collocation are adopted in any future Local</p>

<i>Area</i>	Requirement Description
	Competition proceeding, this metric shall be re-visited.

Illinois Carrier-to-Carrier Guidelines

Interfaces

Measure 42

Title: Percentage of Time Interface is Available

Area	Requirement Description
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	$\frac{[(\text{Number of Scheduled Interface Available Hours}) - (\text{Number of Unscheduled Interface Unavailable Hours})]}{\text{Scheduled System Available Hours}} \times 100$
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by Verizon (if analog applies), Verizon Affiliate
Reported By:	By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance)
Geographic Level:	Statewide
Measurable Standard:	Benchmark for all interfaces Standard – 99.25%
Business Rules:	<p>?? Outage hours are obtained from outage reports</p> <p>?? Any change requests for extended availability during the reporting period are added to the scheduled hours.</p> <p>?? Verizon affiliate data will be excluded from all CLEC aggregate performance (in all measures).</p>
Notes:	?? Data is captured on a nationwide basis and national results are reported at a state level.

Illinois Carrier-to-Carrier Guidelines

Interfaces

Measure 44

Title: Center Responsiveness

Area	Requirement Description
Description:	Measures the average time it takes Verizon's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center))
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by Verizon (if analog applies)
Report By:	?? Verizon's Ordering Center ?? Verizon's Repair Center
Geographic Level:	Statewide
Measurable Standard:	Repair Centers Benchmark Standard – average 17 seconds Benchmark (Ordering Centers) Standard – average 17 seconds
Business Rules:	
Notes:	?? Measured by individual queue, if applicable, in each Verizon center. ?? Data is captured on a nationwide basis and national results are reported at a state level. ?? Two repairs centers are reported: 1) Designed Engineered Services; and 2) Non-designed (Non-Engineered) Services